



ADMINISTRATIVE TECHNICIAN SERIES

FLSA Status: Non-exempt

Adopted: xxx 2000

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION - Administrative Technician Series

Under direct supervision from management or supervisory positions and possible functional and technical supervision from others, to perform a wide variety of general clerical, technical and/or secretarial duties related to the overall administrative operations.

SPECIAL REQUIREMENTS

Essential Functions:

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Attend and participate in evening meetings as assigned
- Review reports and correspondence quickly and accurately
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Use a telephone and communicate through written means.

ADMINISTRATIVE TECHNICIAN I

DISTINGUISHING CHARACTERISTICS

This is the beginning journey level position. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies of the work unit. This class is distinguished from the Administrative Technician II in that the latter provides periodic advanced journey level clerical or technical support to a specific functional area.

TYPICAL DUTIES AND RESPONSIBILITIES:

- Performs general clerical duties related to various departments or areas
- Assists the public with various requests or questions
- Types, enters, proofreads and processes a variety of documents including general correspondence, reports, memos and statistical charts from rough drafts or verbal instructions
- Runs computer reports as requested; may compose routine correspondence; may act as a receptionist
- Answers the telephone and waits on the general public, providing variety of information on activities, policies and procedures
- Assists in the enrollment of participants in an assigned program
- Issues, receives, types and processes various applications, reports, permits and other forms
- Processes bills for fees
- Records payments and sends delinquent notices when necessary; processes permits and licenses
- May collect and process fees and charges
- Registers participants in Town sponsored programs
- Processes department reports
- Processes specific documents
- Performs a wide variety of routine clerical/secretarial/technical work including filing, copying, billing, verifying and recording information on records
- Sorts and files documents and records, maintaining alphabetical, index and cross-reference files
- Maintains a variety of statistical records
- Checks and tabulates statistical data
- Prepares routine statistical reports
- Operates standard office equipment including word processing and other computer software programs as assigned including spreadsheet programs
- May perform routine system back-up duties
- May receive, sort and distribute incoming and outgoing mail
- May order office supplies
- Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation
- Office methods and equipment including filing systems and computer software programs

Administrative Technician I continued

Ability to:

- Learn the organization, procedures and operating details of the Town department to which assigned
- Learn how to use word processing system
- Perform routine clerical work including maintenance of appropriate records and preparations of general reports
- Verify and cross check files and data
- Understand and carry out both oral and written directions
- Perform simple mathematical calculations
- Establish and maintain effective working relationships with those contacted in the course of work
- Operate a variety of office equipment such as a calculator and typewriter
- Type accurately at a speed of 50 words per minute

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Three years of increasingly responsible clerical, secretarial or technical experience, preferably with a municipality.

ADMINISTRATIVE TECHNICIAN II

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level position. Employees at this level are distinguished from the beginning journey level position by the responsibility assumed, complexity of duties assigned, independence of action taken and by the nature of the public contact made. Employees perform the more difficult and responsible types of duties including performing technical clerical duties that require specialized knowledge relating to area of assignment or technical in nature. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

TYPICAL DUTIES AND RESPONSIBILITIES

In addition to responsibilities and duties listed for Administrative Technician I:

- Provide backup to Administrative Technician III responsibilities when gone
- Utilize more independent judgment and initiative
- Act as interdepartmental liaison relating to administrative or project support functions for the office and for compliance with Town regulations and practices relating to those functions
- Perform complex administrative clerical duties related to area of assignment such as purchasing, FPPC requirements, election activities, city council ordinances, resolutions, agenda materials and meeting minutes, management and Council member scheduling, specialized correspondence for various managers and/or Council members, personnel benefit and recruitment activities, complex records management, liaison for technical computer problems and issues with office equipment
- Interprets, applies and explains policies and procedures related to area of assignment; responds to individuals requesting services related to area of assignment; prepares complex correspondence and supporting documentation relating to area of assignment
- Maintains accurate records and files of program activities
- Responds to public inquires, both on the telephone and in person, and may refer to appropriate staff member for more specific information as appropriate
- Exhibits familiarity with functions of the Town; acts as information source to inquiries not requiring the supervisor's attention and otherwise assists in representing the Town by telephone and in person; composes correspondence as required
- Collects information from a variety of documents pertinent to assigned department or functional area of responsibility
- Compiles data for reports; prepare and routes reports as required; maintains and monitors records and files
- Follows up on due dates
- Performs other monitoring functions to ensure timely completion of work
- May perform secretarial duties as necessary, types, proofreads and edits correspondence, reports, proposals and contracts
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation
- Office methods and equipment including filing systems and computer software programs.

Ability to:

- Learn the organization, procedures and operating details of the Town department to which assigned
- Learn how to use word processing system
- Perform routine clerical work including maintenance of appropriate records and preparations of general reports
- Verify and cross check files and data
- Understand and carry out both oral and written directions
- Perform simple mathematical calculations
- Establish and maintain effective working relationships with those contacted in the course of work
- Operate a variety of office equipment such as a calculator and typewriter
- Type accurately at a speed of 50 words per minute

EDUCATION AND EXPERIENCE - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Three years of increasingly responsible clerical, secretarial or technical experience, preferably with a municipality.

ADMINISTRATIVE TECHNICIAN III

DISTINGUISHING CHARACTERISTICS

This is advanced position performs as the supervisor of the Administrative Technician I/II positions and may take direction from various management personnel in different departments and/or the Council.

TYPICAL DUTIES AND RESPONSIBILITIES:

Performs many of the same activities as the Administrative Technician II

- Serves as supervisor of the Administrative Technicians I/II
- Provides advanced support to management and Council positions
- Responds to complex public inquiries both on the telephone and in person, and refers to an appropriate staff member for more specific information as appropriate; may provide analytical support to management projects
- Schedules activities
- Exhibits familiarity with functions of the Town
- Assists in preparing procedures, operating manuals, written material, budgets, forms, charts and/or other documents or projects

Town of Colma

Administrative Technician Series

Administrative Technician III continued

- Acts as information source to inquiries that are not routine in nature and assists in representing the department on the telephone and in person
- May serve on committees and task forces
- Types letters, reports, memoranda and other complex documents relating to the Town which may include contracts, proposals, technical documents, statistical and/or special forms, budgets and charts; composes complex correspondence and memos
- Proofreads for accuracy, technical consistency, correct form, content and proper English usage
- Collects information from a variety of documents
- Researches, compiles and analyzes data for reports; develops and maintains databases
- Works on special projects
- Prepares reports
- Maintains and monitors records and files
- Mails, faxes, copies and distributes information
- May prepare and post Agendas and agenda materials
- May take and prepare meeting minutes as necessary
- Completes follow up on due dates
- Performs monitoring functions to ensure timely completion of work
- Helps select vendors
- May determine appropriate object codes for expenditures
- Performs related duties as assigned

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation
- Modern office methods, practices, procedures and computer equipment and software programs
- Business letter writing
- Record keeping principles and procedures
- Department and Divisional procedures and policies and basic accounting principles.

Ability to:

- Perform assigned secretarial and clerical duties with speed and accuracy; understand and explain pertinent policies and procedures
- Communicate clearly and concisely, both orally and in writing
- Type accurately at a speed of 50 words per minute
- Compile information and maintain records
- Maintain confidentiality as necessary
- Establish and maintain effective working relationships with those contacted in the course of work

Town of Colma

Administrative Technician Series

Administrative Technician III continued

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade, college coursework desirable.

Experience: Five years of increasingly responsible secretarial and clerical experience involving frequent public contact, preferably with a municipality.